

SBC - Illinois Study
Presubscription Interexchange Carrier (PIC) Change Charge
Nonrecurring Cost Study

2005-2008

September 2004



SBC - Illinois Study

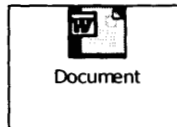
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Cost Study Overview & Methodology

Double click on the file below for a detailed Overview & Methodology write-up



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Overview and Methodology

Purpose

The purpose of this cost study is to provide updated costs for PIC and LPIC Change orders. For reference, an acronym glossary is included as a separate tab within this cost study.

Service Description

Presubscription is a procedure whereby an end user may select and designate to the Telephone Company an Interexchange Carrier (IC) to access, without dialing an access code, for interLATA and intraLATA calls. This IC is referred to as the end user's primary IC. A charge associated with interLATA is a PIC. A charge associated with intraLATA is a LPIC.

Rate Element Descriptions

Cost per PIC Change or LPIC Change per change

Activity-Based Costing

Activity-Based Costing is a widely used method of identifying costs. The structure of an ABC study is based on the fact that activities performed by the company consume resources, and these resources have a specifically identifiable cost. Activities, then, are used to provide services. This gives a logical, easy-to-follow flow through the costing procedure.

Activity-Based Costing uses a number of specific terms, such as *resource*, *activity*, *cost object*, and *drivers* which have simple, yet special meanings.

- A *resource* can be a piece of equipment, a labor rate, or a vendor contracted expense.
- An *activity* is an action that consumes resources. The cost of the activity is calculated based on the cost of the resources that the activity consumes, and the resource driver, or the quantity of resources the activity consumes.
- A *cost object* is a product (i.e., PIC Change).
- *Drivers* are specific units that represent quantities of activities and resources. For example, time in minutes, or orders per line may be drivers. Resource drivers are the quantity of resources consumed by an activity. Activity drivers are the number of activities necessary to provide the service.

The Basics of Activity-Based Costing are:

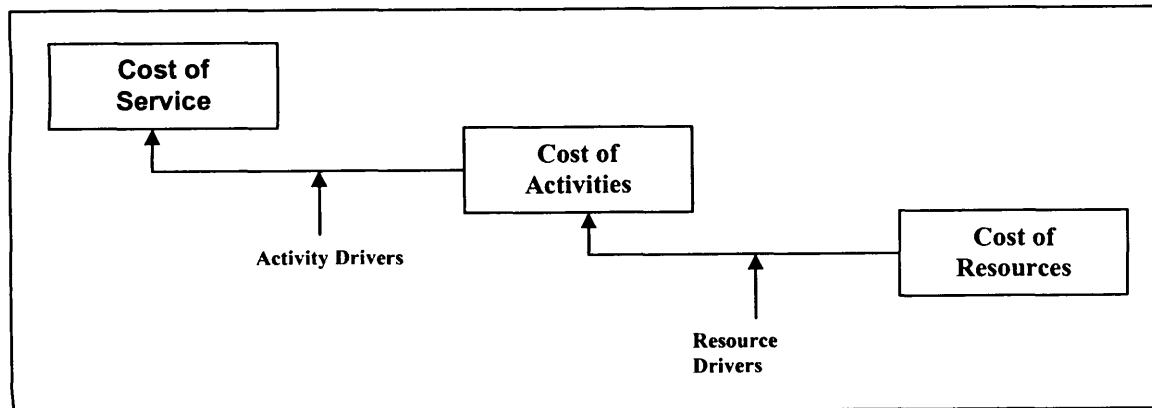
- Cost objects (i.e., services) are provided by activities.
- Activities consume resources.
- Consumption of resources drives costs.

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Figure 1 illustrates the flow of Activity-Based Costing.

Figure 1



Line and Change Quantity Efficiency

Customers may have more than one access line and ask to have their PIC changed on multiple lines on the same request (or order). In addition, on the same request, the same customer may also request LPIC changes on the same lines. There are efficiencies associated with performing PIC changes on multiple lines and performing a LPIC change at the same time as a PIC change. This efficiency is included in the cost results.

The SMEs provided time estimates that represent the total activity time required to make all changes on all lines on an average size request. In other words, the SMEs, based on their experience processing requests, estimated an average number of changes required on a request and provided the total time to process all changes. The Bill of Costs tab adjusts the per request costs to per change by multiplying the resulting business channel costs by orders per change (or the inverse of changes per order), thereby accounting for any line and change quantity efficiencies resulting from multiple lines or changes per line on the same request.

Labor Rates

The labor rate represents the cost to SBC of a single hour of labor. The labor rate is inflated (based on the Consumer Price Index) to the midpoint of the study period to make the labor cost representative of the entire study period. A more detailed discussion of labor rates and inflation factors is found later in this methodology.

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Inflation Factors

Inflation Factors are utilized to provide one cost over a multi-year period. The inflation factors are developed by using the forecast of the Consumer Price Index (CPI). The CPI represents changes in prices of all goods and services purchased for consumption by urban households. User fees (such as water and sewer service) and sales and excise taxes paid by the consumer are also included. Income taxes and investment items (like stocks, bonds, and life insurance) are not included.

Labor Rate Development Methodology

Labor rates identify the cost to the firm of consuming a particular resource—an hour of labor. Labor rates begin with a basic hourly wage or salary, and then include costs directly caused by labor that are not captured in the basic wage. These other direct labor costs include:

- break time and/or tour length costs,
- paid absence costs,
- special payments such as team awards and recognition,
- payroll taxes, pension costs, benefit costs,
- support assets, including capital costs associated with support assets
- Other direct costs such as travel and training, and clerical support and supervision.

Labor rates are developed at the proper level of detail to provide accurate costs for specific activities. First, SBC looks at specific groups of function codes (which designate a specific job function) or activity codes (which designate a specific job activity). These function/activity codes are part of SBC's functional accounting system used to report expenses company-wide. For example, 21XX is the group of all wages and expenses charged to function codes or activity codes that begin with "21", which in this example represents Operator Services functions and activities.

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Within the specific group, SBC develops labor rates by Market Zone (for management employees) or Wage Category (for non-management employees). The Market Zone and Wage Category are specific job classifications that determine how much the company pays for a particular job.

The Labor rates in this study begin with an average wage per hour from payroll records. SBC derives relationships of expenses to wages, or expenses to hours worked, to develop labor factors or loadings that it then applies to basic wages to produce total hourly labor cost. All base labor rates in this study represent calendar year 2003. If SBC did not have current labor base rates for a particular state or job title, the most recent labor rate available was adjusted by bringing the basic wage portion of the labor rate current and updating the benefit factor using the most recent data available.

For more information, separate Labor Rate Development documentation is available.

Cost Study Assumptions and Parameters

- LRSIC Methodology
- Add/remove PIC protection costs are in the PIC change charge
- Slamming costs are included in the PIC change charge
- Study period is 2005 – 2008
- Labor Rates are base year 2003, adjusted to 2006, which is the midpoint of the planning period (2005 – 2008)

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Results				
(A)	(B)	(C)	(D)	(E)
Line	Cost Element	Total Cost Source: Bill of Costs	Overhead Factor Source: Input	Total Rate (E)=(C)*(1+D)
1	PIC or LPIC Charge, Cost per Change	\$3.52	32.17%	\$4.65

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Bill of Costs						
(A)	(B)	(C)	(D)	(E)	(F)	(G)
Ln	Cost Element / Activities	Unit Activity Cost Source: BOAC	Activity Driver (Orders per Change) Source: Drivers	Other Activity Driver Source: Drivers	Activity Driver Description	Activity Cost (G=C*D*E)
PIC or LPIC Charge, Cost per Change						
1	Change PIC/LPIC for "Customer Care Center"	\$5.75	0.50	76.4%	% of manual orders worked by Consumer Customer Care center	\$2.190
2	Change PIC/LPIC for "Global Markets"	\$45.54	0.02	0.3%	% of manual orders worked by Global Markets center	\$0.003
3	Change PIC/LPIC for "Non Complex Accounts" (Value)	\$9.90	0.20	1.6%	% of manual orders worked by Non Complex (Value) center	\$0.030
4	Change PIC/LPIC for "Complex Accounts - Sales" (Signature)	\$10.36	0.12	0.3%	% of manual orders worked by Complex - Sales (Signature)	\$0.004
5	Change PIC/LPIC for "Complex Accounts - Sales Support"	\$30.15	0.12	0.1%	% of manual orders worked by Complex - Sales Support	\$0.000
6	Change PIC/LPIC for "ISDN Call Center (Prime)"	\$31.51	0.01	0.002%	% of manual orders worked by ISDN Prime center	\$0.000005
7	Change PIC/LPIC for "ISDN Call Center (Direct)"	\$28.40	0.50	0.0%	% of manual orders worked by ISDN Direct center	\$0.000
8	Change PIC/LPIC for "ISDN Call Center (Centrex)"	\$28.40	0.02	0.008%	% of manual orders worked by ISDN Centrex center	\$0.00004
9	Change PIC/LPIC for "GEM"	\$4.72	0.12	0.4%	% of manual orders worked by GEM center	\$0.002
10	Add PIC/LPIC protection for "Customer Care Center"	\$1.16	0.50	0.0232	Ratio of Consumer Customer Care Adds to Total PIC & LPIC Changes	\$0.0134
11	Add PIC/LPIC protection for "Global Markets"	\$37.29	0.02	0.0007	Ratio of Global Markets Adds to Total PIC & LPIC Changes	\$0.0005
12	Add PIC/LPIC protection for "Non Complex Accounts" (Value)	\$2.98	0.20	0.0015	Ratio of Non Complex Adds to Total PIC & LPIC Changes	\$0.0009
13	Add PIC/LPIC protection for "Complex Accounts - Sales" (Signature)	\$3.12	0.12	0.0010	Ratio of Complex - Sales Account Adds to Total PIC & LPIC Changes	\$0.0004
14	Add PIC/LPIC protection for "Complex Accounts - Sales Support" (Signature)	\$2.53	0.12	0.0003	Ratio of Complex - Sales Support Account Adds to Total PIC & LPIC Changes	\$0.0001
15	Add PIC/LPIC protection for "ISDN Call Center (Prime)"	\$22.07	0.01	0.000007	Ratio of ISDN Prime Adds to Total PIC & LPIC Changes	\$0.000002
16	Add PIC/LPIC protection for "ISDN Call Center (Direct)"	\$22.07	0.50	0.0000	Ratio of ISDN Direct Adds to Total PIC & LPIC Changes	\$0.0000
17	Add PIC/LPIC protection for "ISDN Call Center (Centrex)"	\$22.07	0.02	0.00003	Ratio of ISDN Centrex Adds to Total PIC & LPIC Changes	\$0.000009
18	Add PIC/LPIC protection for "GEM"	\$4.56	0.12	0.0021	Ratio of GEM Adds to Total PIC & LPIC Changes	\$0.0012
19	Add PIC/LPIC Protection (outside vendor) - Personix	\$54,852.90		0.00000034	1/T total PIC-LPIC Transactions	\$0.0186
20	Add PIC/LPIC Protection (outside vendor) - CMI Aspen	\$11,921.15		0.00000034	1/T total PIC-LPIC Transactions	\$0.0040

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Ln	Cost Element / Activities	Unit Activity Cost Source: BOAC	Activity Driver (Orders per Change) Source: Drivers	Other Activity Driver Source: Drivers	Activity Driver Description	Activity Cost (G=C*D*E)
21	Remove PIC/LPIC protection for "Customer Care Center"	\$1.17	0.50	0.0021	Ratio of Consumer Customer Care Removes to Total PIC & LPIC Changes	\$0.0012
22	Remove PIC/LPIC protection for "Global Markets"	\$42.31	0.02	0.0009	Ratio of Global Markets Removes to Total PIC & LPIC Changes	\$0.0007
23	Remove PIC/LPIC protection for "Complex Accounts - Sales" (Signature)	\$4.81	0.12	0.0005	Ratio of Complex - Sales Removes to Total PIC & LPIC Changes	\$0.0003
24	Remove PIC/LPIC protection for "Complex Accounts - Sales Support" (Signature)	\$4.90	0.12	0.0001	Ratio of Complex - Sales Support Removes to Total PIC & LPIC Changes	\$0.0001
25	Remove PIC/LPIC protection for "ISDN Call Center (Prime)"	\$22.07	0.01	0.000006	Ratio of ISDN Prime Removes to Total PIC & LPIC Changes	\$0.000001
26	Remove PIC/LPIC protection for "ISDN Call Center (Direct)"	\$22.07	0.50	0.0000	Ratio of ISDN Direct Removes to Total PIC & LPIC Changes	\$0.0000
27	Remove PIC/LPIC protection for "ISDN Call Center (Centrex)"	\$22.07	0.02	0.00002	Ratio of ISDN Centrex Removes to Total PIC & LPIC Changes	\$0.000008
28	Remove PIC/LPIC protection for "GEM"	\$4.56	0.12	0.0017	Ratio of GEM Removes to Total PIC & LPIC Changes	\$0.0009
29	Remove PIC/LPIC Protection (outside vendor) - Telespectrum	\$14,657.30		0.00000034	1/Total PIC-LPIC Transactions	\$0.0050
30	Provide Customer Account Record Exchange (CARE)/ASC/IPOC support - All PIC/LPIC Changes	\$42,985.95		0.00000034	1/Total PIC-LPIC Transactions	\$0.015
31	Provide Customer Account Record Exchange (CARE)/ASC/IPOC support - Manual PIC/LPIC Changes	\$151,610.09		0.00000034	1/Total PIC-LPIC Transactions	\$0.051
32	Provide Slamming Administration support	\$71,089.50		0.00000034	1/Total PIC-LPIC Transactions	\$0.024
33	Provide TPV for a consumer customer care PIC/LPIC change	\$0.81	0.50	76.42%	% of manual orders worked by Consumer Customer Care center	\$0.309
34	Provide TPV for a business non complex PIC/LPIC change	\$0.06	0.20	1.58%	% of manual orders worked by Non Complex (Value) center	\$0.0002
35	Provide TPV for a business non complex PIC/LPIC add protect	\$0.0012	0.20	1.58%	% of manual orders worked by Non Complex (Value) center	\$0.0000040
Ln	Cost Element / Activities	Unit Activity Cost Source: Input Tab	Orders / PIC Source: Drivers		Activity Driver Description	Activity Cost (G=C*D)
36	Provide Service Order Computer cost, per order	\$0.98	0.430		PIC/LPICs per Order - Wtd. Avg based on service orders	\$0.42
37	Provide PIC/LPIC IT Cost, per PIC/LPIC change	\$0.42	n/a		n/a	\$0.42
38	Total Cost > SUM (LN 1.....37)					\$3.52

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(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Ln	Activities / Resources	Workgroup	Job Title	Unit Resource Cost (\$/hr)	Resource Drivers		Resource Cost (\$/hr) (H=E*G*F*G)
					Minutes (Initial)	Percent Occurrence	
Change PIC/LPIC for "Customer Care Center"							
1	Call into CCC by customer or Carrier calls with the customer on-line (3-way). The CTT system provides the representative with the customer's account information. Service rep greets the customer, identifies the name of the caller and determines the reason for the call. Customer advises rep they would like to make a PIC or LPIC change on their account.	Consumer	Service Representative	\$55.88	1.00	100%	\$0.93
2	Accesses ASON+ to make the PIC or LPIC change order	Consumer	Service Representative	\$55.88	0.50	100%	\$0.47
3	Accesses the AAC1 screen in ASON+ to make the LPIC change or the EAC1 screen to make the PIC change.	Consumer	Service Representative	\$55.88	1.50	100%	\$1.40
4	Allege a slam by customer. rep explains rights, completes a slamming complaint form and sends a follow up to the Slamming Complaint Resolution Team for future adjustments if needed.	Consumer	Service Representative	\$55.88	4.00	5%	\$0.19
5	Ask permission to remove slamming protection by verifying the last 4 digits of the SSN. If permission is granted, the protection is removed. If not, order is cancelled.	Consumer	Service Representative	\$55.88	2.00	5%	\$0.09
6	Recaps the order activity with the customer to ensure order accuracy.	Consumer	Service Representative	\$55.88	1.00	100%	\$0.93
7	Change was to Ameritech, SBC or SBCLD from anything other than None or Undecided, a third party verification is done by accessing the Calibus website, completing the necessary fields, receiving a record locator number, answering any final questions from the customer, asking satisfaction questions and transferring the caller to the TPV agent.	Consumer	Service Representative	\$55.88	1.00	97.0%	\$0.90
8	Completes order, thanks the customer and terminates the call.	Consumer	Service Representative	\$55.88	0.50	100%	\$0.47
9	Send, by ACIS, the order to the appropriate downstream departments to complete the work.	Consumer	Service Representative	\$55.88	0.00	100%	\$0.00
10	Review service order for error and correct if necessary	Consumer	Technical Specialist	\$54.77	7.50	2%	\$0.14
11	Removes LPIC or PIC change and any associated calling plans or cancels order if TPV fails.	Consumer	Service Representative	\$55.88	5.00	5%	\$0.23
12	Unit Activity Cost > SUM (LN 1.....11)						\$5.75

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Bill of Activity Costs					
Add PIC/LPIC protection for "Customer Care Center"					
ACTIVITY BEGINS WITH:					
13	Receive call from customer into CCC and advises want to add PIC or LPIC protection to account. The service rep sends the customer an application via Mechanized Forms & Letters (MFL).	Consumer	Service Representative	1.00	100%
14	Note the account by rep. Forward to outside vendor for completion.	Consumer	Service Representative	\$55.88	\$0.23
15	Unit Activity Cost > SUM (LN 13.....14)			0.25	100%
Remove PIC/LPIC protection for "Customer Care Center"					
ACTIVITY BEGINS WITH:					
16	Receive call from customer into VRU, CCC or Carrier calls into CCC on 800# with the customer on-line (3 way call). Rep obtains customer's information and accesses customer's account. Customer advises rep they would like to remove PIC or LPIC protection from their account.	Consumer	Service Representative	0.25	100%
				\$55.88	\$0.23
Access ASON+ EAC/IAAC1 screen to remove PIC/LPIC protection (if VRU used, same questions are asked--order is sent through Service Order Generator to process order) Rep asks to verify account by requesting bill names social security number or date of birth.					
17		Consumer	Service Representative	0.5	100%
				\$55.88	\$0.47
Recap the order activity with the customer to ensure order accuracy.					
18		Consumer	Service Representative	0.5	100%
				\$55.88	\$0.47
19	Unit Activity Cost > SUM (LN 16.....18)				\$1.17

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Change PIC/LPIC for "Global Markets"

20	Receive customer call to request PIC or LPIC change, customer records are reviewed	Global	Service Representative	\$55.26	1.15	100%	\$1.06
21	Request customer to fax or email request and to complete a Letter of Authorization (LOA), if changing PIC/LPIC to SBC Midwest.	Global	Service Representative	\$55.26	1.15	100%	\$1.06
22	Ask customer's permission to remove PIC protection if customer has it. Customer requests rep to reinstate PIC protection after carrier change is completed. Rep provides instructions to reinstate PIC protection. Customer is requested to fax/email request to change carrier and remove PIC protection.	Global	Service Representative	\$55.26	3.00	50%	\$1.38
23	Email/fax LOA to customer if customer changing LPIC to SBC Midwest.	Global	Service Representative	\$55.26	2.00	15%	\$0.28
24	Fax/email requests and LOA are received. Copies are pulled and fax cover sheet is prepared that will be returned to the customer with order info.	Global	Clerical Associate	\$55.79	2.00	100%	\$1.86
25	Log in fax/email for tracking.	Global	Clerical Associate	\$55.79	1.00	100%	\$0.93
26	Distribute request to service rep.	Global	Clerical Associate	\$55.79	1.00	100%	\$0.93
27	Access ASON to place order to remove PIC Protection.	Global	Service Representative	\$55.26	15.00	50%	\$6.91
28	Access ASON to make change and place order using the appropriate screen for PIC or LPIC.	Global	Service Representative	\$55.26	30.00	100%	\$27.63
29	Issue third order in ASON to reinstate freeze with a due date after the change order.	Global	Service Representative	\$55.26	1.00	50%	\$0.46
30	End order and fill out the cover sheet to be sent to customer to verify completion of order. Confirmation of due date, order numbers.	Global	Service Representative	\$55.26	2.00	100%	\$1.84
31	Fax cover sheet back to customer and file and/or email confirmation to customer.	Global	Service Representative	\$55.26	1.30	100%	\$1.20
32	Unit Activity Cost > SUM (LN 20.....31)						
							\$45.54

Add PIC/LPIC protection for "Global Markets"

33	ACTIVITY BEGINS WITH: Call from customer to add PIC or LPIC protection to account. Customer records are reviewed.	Global	Service Representative	\$55.26	1.15	100%	\$1.06
34	Email/fax applicable LOA to customer.	Global	Service Representative	\$55.26	2.00	100%	\$1.84
35	Fax/email requests and LOA are received. Copies are pulled and fax cover sheet is prepared that will be returned to the customer with order info.	Global	Clerical Associate	\$55.79	2.00	100%	\$1.86
36	Log in fax/email for tracking.	Global	Clerical Associate	\$55.79	1.00	100%	\$0.93
37	Distribute request to service rep.	Global	Clerical Associate	\$55.79	1.00	100%	\$0.93
38	Access ASON to make change and place order using the appropriate screen for PIC or LPIC.	Global	Service Representative	\$55.26	30.00	100%	\$27.63
39	End order and fill out the cover sheet to be sent to customer to verify completion of order. Confirmation of due date and order numbers.	Global	Service Representative	\$55.26	2.00	100%	\$1.84
40	ACTIVITY ENDS WITH: Fax cover sheet back to customer and file.	Global	Service Representative	\$55.26	1.30	100%	\$1.20
41	Unit Activity Cost > SUM (LN 33.....40)						
							\$37.29

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Remove PIC/LPIC protection for "Global Markets"						
ACTIVITY BEGINS WITH:						
42	Receive customer call on a 3-way call with the carrier to remove PIC or LPIC protection. Customer records are reviewed.	Global	Service Representative	\$55.26	1.15	100% \$1.06
43	Verify (Corp Tax Number, Billing Name, etc.) with customer to remove PIC protection, provides due date and asks the carrier to drop from the line.	Global	Service Representative	\$55.26	2.15	100% \$1.98
44	Reinstate PIC protection after carrier change is completed. Rep provides instructions to reinstate PIC protection. Customer is requested to fax/email request. Entire request is recapped and customer leaves line.	Global	Service Representative	\$55.26	2.30	100% \$2.12
45	Access ASON to place order using the appropriate screen.	Global	Service Representative	\$55.26	1.00	100% \$0.92
46	Email/fax applicable LOA to customer to reinstate protection. Fax/email requests and LOA are received. Copies are pulled and fax cover sheet is prepared that will be returned to the customer with order info.	Global	Service Representative	\$55.26	2.00	100% \$1.84
47	Log in fax/email for tracking.	Global	Clerical Associate	\$55.79	2.00	100% \$1.86
48	Distribute request to service rep.	Global	Clerical Associate	\$55.79	1.00	100% \$0.93
49	Access ASON to make change and place order using the appropriate screen for PIC or LPIC.	Global	Clerical Associate	\$55.79	1.00	100% \$0.93
50	End order and fill out the cover sheet to be sent to customer to verify completion of order.	Global	Service Representative	\$55.26	30.00	100% \$27.63
51	ACTIVITY ENDS WITH:	Global	Service Representative	\$55.26	2.00	100% \$1.84
52	Fax cover sheet back to customer and file.	Global	Service Representative	\$55.26	1.30	100% \$1.20
53	Unit Activity Cost > SUM (LN 42.....52)					\$42.31

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Bill of Activity Costs

Change PIC/LPIC for "Non Complex Accounts" (Value)

ACTIVITY BEGINS WITH:						
54	Answer the call (greeting, compliance statement), acknowledge customer request	Non Complex	Service Representative (Wid)	\$57.80	0.50	100%
55	Clarify request PIC or LPIC or both. Negotiates TNS where changes are to be made. Validate availability of requested carrier(s).	Non Complex	Service Representative (Wid)	\$57.80	2.30	100%
56	Access account in ESON. Review account for pending service orders to determine impact. Access screen(s) to make carrier change. Correct any system errors.	Non Complex	Service Representative (Wid)	\$57.80	2.00	100%
57	Ask for permission to remove protection if customer has slamming protection on their account. If permission is granted, protection is removed. If not, order is canceled.	Non Complex	Service Representative (Wid)	\$57.80	0.50	30%
58	Explain rights if customer alleges slam, issue correcting service order to switch carrier back, issue adjustment in BI & forward to SCRT for additional follow-up. This process varies slightly depending on the quantity of calls that require an adjustment & whether or not SBC provides inquiry for the LD carrier.	Non Complex	Service Representative (Wid)	\$57.80	2.00	20%
59	Recap of all elements of order: PIC or LPIC changes. Provide customer with service order number, due date, charges and usage. Offer additional assistance. Script lag, rate call, note BI account, release/store service order.	Non Complex	Service Representative (Wid)	\$57.80	2.25	100%
60	Access TPV website if LPIC change back to SBC Midwest or PIC or LPIC to SBCLD to complete the transfer of customer to Third Party Verification (TPV). Provide TPV agent with required information. Add customer to call & drop off. Note date for follow-up.	Non Complex	Service Representative (Wid)	\$57.80	2.25	7%
61	Review of follow-ups for applicable date. Access account in BI & check for TPV. If TPV number present, note account & release order. If TPV number not present, set add'l follow-up date.	Non Complex	Service Representative (Wid)	\$57.80	2.25	7%
62	Review of 2nd follow-up, access account in BI. If TPV number present, note account & release order. If TPV number not present, cancel/purge order.	Non Complex	Service Representative (Wid)	\$57.80	2.25	100%
63	Correct error if necessary, resend order	Non Complex	Service Representative (Wid)	\$57.80	2.00	5%
64	Unit Activity Cost > SUM (LN 54.....63)					\$9.90

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Bill of Activity Costs						
Add PIC/LPIC protection for "Non Complex Accounts" (Value)						
ACTIVITY BEGINS WITH:						
65	Answer the call (greeting, compliance statement). Customer advises they want to add PIC or LPIC protection to account.	Non Complex	Service Representative (Wid)	\$57.80	1.00	100% \$0.96
66	Access account in ESON and place an order to add PIC or LPIC protection on account. The order completes automatically. The service rep transfers call to Third Party Verification (TPV) group and drops off the call.	Non Complex	Service Representative (Wid)	\$57.80	1.00	100% \$0.96
67	Receive the next day a TPV report into the business office. If the order was not authorized at the TPV group, follow-up is made. Subsequent R order is issued to add PIC or LPIC protection and, if was approved, a Perm note is made on the account to show that the TPV was authorized and the TPV number.	Non Complex	Service Representative (Wid)	\$57.80	1.00	100% \$0.96
68	Correct error if necessary, resend order	Non Complex	Service Representative (Wid)	\$57.80	2.00	5% \$0.10
69	Unit Activity Cost > SUM (LN 65....68)					\$2.98
Change PIC/LPIC for "Complex Accounts - Sales" (Signature)						
ACTIVITY BEGINS WITH:						
70	Answer the call (greeting, compliance statement), acknowledge customer request	Sales	Service Representative	\$57.85	1.00	100% \$0.96
71	Clarify request PIC or LPIC or both. Negotiates TNs where changes are to be made. Validate availability of requested carrier(s). If necessary, access Reference Delivery Automation (RDA) to verify carrier PIC code.	Sales	Service Representative	\$57.85	2.00	100% \$1.93
72	Access account in ASON or ASON+. Review account for pending service orders to determine impact. Correct any system errors.	Sales	Service Representative	\$57.85	1.00	100% \$0.96
73	Changing PIC/LPIC to SBC an LOA is required	Sales	Service Representative	\$57.85	5.00	1% \$0.05
74	Explain rights if customer alleges a slam, issue correcting service order to switch carrier back, issue adjustment in BI & forwards to SCRT for additional follow-up. This process varies slightly depending on the quantity of calls that require adjustment and whether or not SBC provides inquiry for the LD carrier.	Sales	Service Representative	\$57.85	5.00	5% \$0.24
75	Ask for permission to remove protection if customer has slamming protection. If permission is granted, protection is removed. If not, order is canceled.	Sales	Service Representative	\$57.85	1.00	5% \$0.05
76	Access ASON and issue an order to change the carrier from the old carrier to the new carrier. Send order.	Sales	Service Representative	\$57.85	5.00	100% \$4.82
77	Recap of all elements of order, PIC or LPIC changes. Provide customer with service order number, due date, charges and usage. Offer additional assistance. Script lag, rate call, note BI account, release/store service order.	Sales	Service Representative	\$57.85	1.40	100% \$1.35
78	Unit Activity Cost > SUM (LN 70.....77)					\$10.36

SBC - Illinois Study

Presubscription Interchange Carrier (PIC) Change Charge
Nonrecurring Cost Study

2005-2008

September 2004

Bill of Activity Costs						
Add PIC/LPIC protection for "Complex Accounts - Sales" (Signature)						
ACTIVITY BEGINS WITH:						
79	Answer the call (greeting, compliance statement). Customer advises wants to add PIC or LPIC protection to account.	Sales	Service Representative	\$57.85	1.00	100%
80	Email/fax applicable LOA (blank form) to customer to complete and return.	Sales	Service Representative	\$57.85	1.00	100%
81	Return, by customer, LOA via mail to the assigned customer advocate in the center. Service rep reviews form for accuracy and completeness.	Sales	Service Representative	\$57.85	0.25	100%
82	Access account in ASON or ASON+ and place an order to add PIC or LPIC protection on account. This order will add PIC or LPIC protection to all lines on the account.	Sales	Service Representative	\$57.85	1.00	100%
83	Unit Activity Cost > SUM (LN 79.....82)					\$3.12
Remove PIC/LPIC protection for "Complex Accounts - Sales" (Signature)						
84	Request to remove PIC protection and letter of authorization (LOA) are emailed or faxed into the center from the Account Executive or Sales Center. Review request.	Sales	Service Representative	\$57.85	1.00	100%
85	Call requestor for copy of LOA if not included with the request.	Sales	Service Representative	\$57.85	2.00	100%
86	Access account in ASON and remove PIC/LPIC protection. The order removes PIC/LPIC protection from all lines on the account.	Sales	Service Representative	\$57.85	1.00	100%
87	Send the order in the appropriate downstream departments to complete the work.	Sales	Service Representative	\$57.85	1.00	100%
88	Unit Activity Cost > SUM (LN 84.....87)					\$4.81
Change PIC/LPIC for "Complex Accounts - Sales Support" (Signature)						
ACTIVITY BEGINS WITH:						
89	Request to change PIC or LPIC are emailed or faxed into the center from the Account Executive or Sales center. Review request.	BCS	Service Order Writer	\$58.85	2.00	100%
90	Look at ACIS Billing Inquiry (BI) System records to verify current carrier for PIC, LPIC, PIC Protection Interlata.	BCS	Service Order Writer	\$58.85	3.50	100%
91	Changing PIC/LPIC to SBC an LOA is required	BCS	Service Order Writer	\$58.85	1.00	95%
92	Access Reference Delivery Automation (RDA) to verify carrier PIC code.	BCS	Service Order Writer	\$58.85	1.00	42%
93	Verify correct PIC code for carrier of choice. Some carriers have multiple PIC's under different names & some have PIC's that we can not add.	BCS	Service Order Writer	\$58.85	2.25	57%
94	Access ASON and issue an order to change the carrier from the old carrier to the new carrier. Send order.	BCS	Service Order Writer	\$58.85	18.60	100%
95	Pull up Bill Inquiry screen and note order information (what was done on the account)	BCS	Service Order Writer	\$58.85	1.00	100%
96	Access on-line system, complete and fax order confirmation form to Account Executive or Sales center. Order confirmation form consists of 2 pages of information, ie. originator name and fax, customers name, tracking number, sales code #, contract info, PIC or LPIC.	BCS	Service Order Writer	\$58.85	2.00	100%
97	Unit Activity Cost > SUM (LN 89.....97)					\$0.98
98	Close account in Productivity Order Profile (POP)	BCS	Service Order Writer	\$58.85	1.00	100%
99	Unit Activity Cost > SUM (LN 89.....97)					\$30.15

SBC - Illinois Study

Presubscription Interexchange Carrier (PIC) Change Charge
Nonrecurring Cost Study

2005-2008

September 2004

Bill of Activity Costs							
Add PIC/LPIC protection for "Complex Accounts - Sales Support" (Signature)							
ACTIVITY BEGINS WITH:							
99	Request to add PIC or LPIC protection and Letter of Authorization (LOA) are emailed or faxed into the center from the Account Executive or Sales center. Review request.	BCS	Service Order Writer	\$58.85	1.00	100%	\$0.98
100	Call requestor for copy of LOA if not included with request.	BCS	Service Order Writer	\$58.85	2.00	29%	\$0.57
101	Access account in ASOIN and add PIC or LPIC protection on account. This order adds PIC or LPIC protection to all lines on account.	BCS	Service Order Writer	\$58.85	1.00	100%	\$0.98
102	Unit Activity Cost > SUM (LN 99.....101)						\$2.53
Remove PIC/LPIC protection for "Complex Accounts - Sales Support" (Signature)							
103	Request to remove PIC protection and letter of authorization (LOA) are emailed or faxed into the center from the Account Executive or Sales Center. Review request.	BCS	Service Order Writer	\$58.85	1.00	100%	\$0.98
104	Call requestor for copy of LOA if not included with the request	BCS	Service Order Writer	\$58.85	2.00	100%	\$1.96
105	Access account in ASOIN and remove PIC/LPIC protection. The order removes PIC/LPIC protection from all lines on the account.	BCS	Service Order Writer	\$58.85	1.00	100%	\$0.98
106	Send the order to the appropriate downstream departments to complete the work.	BCS	Service Order Writer	\$58.85	1.00	100%	\$0.98
107	Unit Activity Cost > SUM (LN 103.....106)						\$4.90

SBC - Illinois Study

Presubscription Interexchange Carrier (PIC) Change Charge
Nonrecurring Cost Study

2005-2008

September 2004

Bill of Activity Costs						
Change PIC/LPIC for "ISON Call Center (Prime)"						
ACTIVITY BEGINS WITH:						
Request to change PIC or LPIC are emailed or faxed into the center from the Authorized Distributor, Project Manager or Sales group. Print request off email or gather request off fax, ensure all paperwork for request is in the Center.						
108	BCS	Technical Associate	\$58.85	1.00	100%	\$0.98
Review request, load into Productivity Order Profile (POP) system and assign to Market Support Specialist (MSS).						
Validate request is filled out correctly and all required information is obtained, i.e., BTN, customer account information, Project Manager information, etc. Access POP system and enter request. POP assigns request to the next available MSS capable of working the task type (order type). Exit POP system. Loader delivers the request to the assigned MSS.						
109	BCS	Technical Associate	\$58.85	5.00	100%	\$4.90
Access Electronic Processing (EPRO) system and enter required information, i.e., billing info, authorized distributor info, order info.						
Approximately 30-50 entries may be required to be populated (customer name, bill telephone number, order number, circuit information, working telephone number of PIC change). EPRO contains a lot of detailed tracking information.						
110	BCS	Technical Associate	\$58.85	5.00	100%	\$4.90
Access Bill Inquiry (BI) system to verify current carrier for PIC/LPIC. The PIC or LPIC code in the Customer Service Record (CSR) is not always in a specified location of the record. Locating the code can take several minutes to find. Access Service Provisioning System (SPS) to verify current carrier for PIC or LPIC and any pending orders. Access ASOM system for any pending orders.						
111	BCS	MSS	\$69.13	3.00	100%	\$3.46
Verify LOA is included with request. If no LOA, check BI for permanent notation.						
112	BCS	MSS	\$69.13	1.00	100%	\$1.15
If no LOA and no permanent notation in BI, call originator of request and request LOA be emailed or faxed.						
113	BCS	MSS	\$69.13	1.50	100%	\$1.73
Access RDA system, verify/obtain the correct PIC or LPIC code for the carrier requested.						
114	BCS	MSS	\$69.13	2.00	100%	\$2.30
Issue SPS order.						
115	BCS	MSS	\$69.13	2.00	100%	\$2.30
Access SPS, enter Billed Telephone Number (BTN) and issue new order information to make the changes to PIC. Note details of request.						
Issue ASOM (ACIS order/record change) order and verify order goes 2 Pending.						
Access ASOM and manually create the order from scratch.						
Approximately 20-30 entries may be required. End order and pull order back up to view to ensure the order has flowed through to 2P. (2P means the order is pending, there are no errors on the order, the order is ready to flow through on the due date and the order flows to downstream departments.) If order goes 1 Pending (error out: normally formatting error on PIC changes), MSS corrects order, end order and pulls order back up to view to ensure the order has flowed through to 2P.						
116	BCS	MSS	\$69.13	5.00	100%	\$5.76
Access note screen in BI system and note order information.						
117	BCS	MSS	\$69.13	1.00	100%	\$1.15
Access EPRO system, pull up track number, x the appropriate field to show request is complete. Send order confirmation to originator via fax or email.						
118	BCS	MSS	\$69.13	2.00	100%	\$2.30
ACTIVITY ENDS WITH:						
119	BCS	MSS	\$69.13	1.00	50%	\$0.58
Access POP system, pull up track number and complete the request.						
120	Unit Activity Cost > SUM (LN 108.....119)					\$31.51

SBC - Illinois Study

Presubscription Interexchange Carrier (PIC) Change Charge
Nonrecurring Cost Study

2005-2009

September 2004

Bill of Activity Costs					
Add PIC/LPIC protection for "ISDN Call Center (Prime)"					
ACTIVITY BEGINS WITH:					
Request to add PIC or LPIC protection and Letter of Authorization (LOA) are emailed or faxed into the center from the Authorized Distributor. Project Manager or Sales group. Print request off email or gather request off fax, ensure all paperwork for request is in the Center.					
121	BCS	Technical Associate	\$58.85	1.00	100%
Review request, load into Productivity Order Profile (POP) system and assign to MSS.					
Validate request is filled out correctly and all required information is obtained, i.e., BTN, customer account information, Project Manager information, etc. Access POP system and enter request. POP assigns request to the next available MSS capable of working the task type (order type). Exit POP system. Loader delivers the request to the assigned MSS.					
122	BCS	Technical Associate	\$58.85	5.00	100%
Access Electronic Processing (EPRO) system and enter required information, i.e., billing info, authorized distributor info, order info. Approximately 30-50 entries may be required to be populated (customer name, bill telephone number, order number, circuit information, telephone number of where PIC code). EPRO contains a lot of detailed tracking information.					
123	BCS	Technical Associate	\$58.85	5.00	100%
Check PPC process in RDA to verify all paperwork received for the add PPC request, ex (LOA, PPC add form).					
124	BCS	MSS	\$69.13	0.50	100%
Call originator of request if no LOA and no perm notation in BI and request LOA be emailed or faxed.					
125	BCS	MSS	\$69.13	1.50	20%
Issue ASON (ACIS, order/record change) order and verify order goes .3C (Complete).					
Access ASON and manually create the (R order) Record Order from scratch. Approximately 20-30 entries may be required. End order and pull order back up to view to ensure the order has flowed through to 3C (Complete).					
126	BCS	MSS	\$69.13	5.00	100%
Access note screen in BI system and note order information.					
127	BCS	MSS	\$69.13	1.00	100%
Access EPRO system, pull up track number. x the appropriate field to show request is complete. Send order confirmation to originator via fax or email.					
128	BCS	MSS	\$69.13	2.00	100%
ACTIVITY ENDS WITH:					
Access POP system, pull up track number and complete the request.					
129	BCS	MSS	\$69.13	1.00	100%
Unit Activity Cost > SUM (LN 121.....129)					\$22.07

SBC - Illinois Study

Presubscription Interexchange Carrier (PIC) Change Charge
Nonrecurring Cost Study

2005-2008

September 2004

Bill of Activity Costs						
Remove PIC/LPIC protection for "ISDN Call Center (Prime)"						
ACTIVITY BEGINS WITH:						
Request to remove PIC or LPIC protection and Letter of Authorization (LOA) are emailed or faxed into the center from the Authorized Distributor, Project Manager or Sales group. Print request off email or gather request off fax, ensure all paperwork for request is in the Center.						
130	BCS	Technical Associate	\$58.85	1.00	100%	\$0.98
Review request, load into Productivity Order Profile (POP) system and assign to Market Support Specialist (MSS)						
Validate request is filled out correctly and all required information is obtained, i.e., BTN, customer account information, Project Manager information, etc. Access POP system and enter request. POP assigns request to the next available MSS capable of working the task type (order type). Exit POP system. Loader delivers the request to the assigned MSS.						
131	BCS	Technical Associate	\$58.85	5.00	100%	\$4.90
Access Electronic Processing (EPRO) system and enter required information, i.e., billing info, authorized distributor info, order info. Approximately 30-50 entries may be required to be populated (customer name, bill telephone number, order number, circuit information, telephone number of where PIC code). EPRO contains a lot of detailed tracking information.						
132	BCS	Technical Associate	\$58.85	5.00	100%	\$4.90
Check PPC process in RDA to verify all paperwork received for the remove PPC request, ex (LOA, PPC remove form).						
133	BCS	MSS	\$69.13	0.50	100%	\$0.58
Call originator of request if no LOA and no perm notation in BI and request LOA be emailed or faxed						
134	BCS	MSS	\$69.13	1.50	20%	\$0.35
Issue ASON (ACIS order/recom change) order and verify order goes 3C (Complete)						
Access ASON and manually create the (R order) Record Order from scratch. Approximately 20-30 entries may be required. End order and pull order back up to view to ensure the order has flowed through to 3C (Complete)						
135	BCS	MSS	\$69.13	5.00	100%	\$5.76
Access note screen in BI system and note order information.						
136	BCS	MSS	\$69.13	1.00	100%	\$1.15
Access EPRO system, pull up track number, x the appropriate field to show request is complete. Send order confirmation to originator via fax or email.						
137	BCS	MSS	\$69.13	2.00	100%	\$2.30
ACTIVITY ENDS WITH:						
Access POP system, pull up track number and complete the request.						
138	BCS	MSS	\$69.13	1.00	100%	\$1.15
139	Unit Activity Cost > SUM (LN 130.....138)					\$22.07

SBC - Illinois Study

Presubscription Interexchange Carrier (PIC) Change Charge
Nonrecurring Cost Study

2005-2008

September 2004

Bill of Activity Costs						
Change PIC/LPIC for "ISDN Call Center (Direct)"						
ACTIVITY BEGINS WITH:						
140	Request to change PIC or LPIC are emailed or faxed into the center from the Authorized Distributor, Project Manager or Sales group. Print request off email or gather request off fax, ensure all paperwork for request is in the Center.	BCS	Technical Associate	\$58.85	1.00	100%
141	Review request, load into Productivity Order Profile (POP) system and assign to MSS. Validate request is filled out correctly and all required information is obtained, i.e. BTN, customer account information, Project Manager information, etc. Access POP system and enter request. POP assigns request to the next available MSS capable of working the task type (order type). Exit POP system. Loader delivers the request to the assigned MSS.	BCS	Technical Associate	\$58.85	5.00	100%
142	Access Electronic Processing (EPRO) system and enter required information, i.e. billing info, authorized distributor info, order info. Approximately 30-50 entries may be required to be populated (customer name, bill telephone number, order number, circuit information, working telephone number of PIC change). EPRO contains a lot of detailed tracking information.	BCS	Technical Associate	\$58.85	5.00	100%
143	Access Bill Inquiry (BI) system to verify current carrier for PIC/LPIC. The PIC/LPIC code in the Customer Service Record (CSR) is not always in a specified location of the record. Locating the code can take several minutes to find. Access Service Provisioning System (SPS) to verify current carrier for PIC or LPIC and any pending orders. Access ASON system for any pending orders.	BCS	MSS	\$69.13	3.00	100%
144	Verify LOA is included with request. If no LOA, check BI for perm notation.	BCS	MSS	\$69.13	1.00	100%
145	Call originator of request if no LOA and no perm notation in BI and request LOA be emailed or faxed.	BCS	MSS	\$69.13	1.50	20%
146	Access RDA system, verify/obtain the correct PIC/LPIC code for the carrier requested.	BCS	MSS	\$69.13	2.00	100%
147	Issue ASON (ACIS order/record change) order and verify order goes 2Pending. Access ASON and manually create the order from scratch. Approximately 20-30 entries may be required. End order and pull order back up to view to ensure the order has flowed through to 2Pending. (2Pending means the order is pending, there are no errors on the order, the order is ready to flow through on the due date and the order flows to downstream departments.) If order goes 1Pending (error out, normally formatting error on PIC changes), MSS corrects order, end order and pulls order back up to view to ensure the order has flowed through to 2Pending.	BCS	MSS	\$69.13	5.00	100%
148	Access note screen in BI and note order information.	BCS	MSS	\$69.13	1.00	100%
149	Access EPRO system, pull up track number, x the appropriate field to show request is complete. Send order confirmation to originator via fax or email.	BCS	MSS	\$69.13	2.00	100%
150	ACTIVITY ENDS WITH: Access POP system, pull up track number and complete the request.	BCS	MSS	\$69.13	1.00	100%
151	Unit Activity Cost > SUM (LN 140.....150)					\$28.40

SBC - Illinois Study

Presubscription Interexchange Carrier (PIC) Change Charge
Nonrecurring Cost Study

2005-2008

September 2004

Bill of Activity Costs							
Add PIC/LPIC protection for "ISDN Call Center (Direct)"							
ACTIVITY BEGINS WITH:							
152	Request to add PIC or LPIC protection and Letter of Authorization (LOA) are emailed or faxed into the center from the Authorized Distributor, Project Manager or Sales group. Print request off email or gather request off fax, ensure all paperwork for request is in the Center.	BCS	Technical Associate	\$58.85	1.00	100%	\$0.98
Review request, load into Productivity Order Profile (POP) system and assign to Market Support Specialist (MSS).							
153	Validate request is filled out correctly and all required information is obtained, i.e. BTN, customer account information, Project Manager information, etc. Access POP system and enter request. POP assigns request to the next available MSS capable of working the task type (order type). Exit POP system. Loader delivers the request to the assigned MSS.	BCS	Technical Associate	\$58.85	5.00	100%	\$4.90
Access Electronic Processing (EPRO) system and enter required information, i.e. billing info, authorized distributor info, order info.							
154	Approximately 30-50 entries may be required to be populated (customer name, bill telephone number, order number, circuit information, working telephone number of PIC change). EPRO contains a lot of detailed tracking information.	BCS	Technical Associate	\$58.85	5.00	100%	\$4.90
Check PPC process in RDA to verify all paperwork received for the add PPC request, ex (LOA, PPC add form).							
155	Call originator of request if no LOA and no perm notation in BI and request LOA be emailed or faxed.	BCS	MSS	\$69.13	0.50	100%	\$0.58
Issue ASON (ACIS order/record change) order and verify order goes 3C (Complete).							
156	Access ASON and manually create the (R order) Record Order from scratch. Approximately 20-30 entries may be required. End order and pull order back up to view to ensure the order has flowed through to 3C (Complete).	BCS	MSS	\$69.13	1.50	20%	\$0.35
Access note screen in BI system and note order information.							
157	Access EPRO system, pull up track number, x the appropriate field to show request is complete. Send order confirmation to originator via fax or email.	BCS	MSS	\$69.13	5.00	100%	\$5.76
ACTIVITY ENDS WITH:							
158	Access POP system, pull up track number and complete the request.	BCS	MSS	\$69.13	1.00	100%	\$1.15
159	Access POP system, pull up track number and complete the request.	BCS	MSS	\$69.13	2.00	100%	\$2.30
160	Access POP system, pull up track number and complete the request.	BCS	MSS	\$69.13	1.00	100%	\$1.15
161	Unit Activity Cost > SUM (LN 152.....160)						\$22.07

SBC - Illinois Study

Presubscription Interchange Carrier (PIC) Change Charge
Nonrecurring Cost Study

2005-2008

September 2004

Bill of Activity Costs					
Remove PIC/LPIC protection for "ISDN Call Center (Direct)"					
ACTIVITY BEGINS WITH:					
Request to remove PIC or LPIC protection and Letter of Authorization (LOA) are emailed or faxed into the center from the Authorized Distributor. Project Manager or Sales group. Print request off email or gather request off fax, ensure all paperwork for request is in the Center. Review request, load into Productivity Order Profile (POP) system and assign to Market Support Specialist (MSS).					
162	BCS	Technical Associate	\$58.85	1.00	100%
Validate request is filled out correctly and all required information is obtained, i.e., BTN, customer account information, Project Manager information, etc. Access POP system and enter request. POP assigns request to the next available MSS capable of working the task type (order type). Exit POP system. Loader delivers the request to the assigned MSS.					
163	BCS	Technical Associate	\$58.85	5.00	100%
Access Electronic Processing (EPRO) system and enter required information, i.e., billing info, authorized distributor info, order info. Approximately 30-50 entries may be required to be populated (customer name, bill telephone number, order number, circuit information, working telephone number of PIC change). EPRO contains a lot of detailed tracking information.					
164	BCS	Technical Associate	\$58.85	5.00	100%
Check PPC process in RDA to verify all paperwork received for the remove PPC request, ex (LOA, PPC removal form).					
165	BCS	MSS	\$69.13	0.50	100%
Call originator of request if no LOA and no perm notation in BI and request LOA be emailed or faxed.					
166	BCS	MSS	\$69.13	1.50	20%
Issue ASON (ACIS order/record change) order and verify order goes 3C (Complete).					
167	BCS	MSS	\$69.13	5.00	100%
Access ASON and manually create the (R order) Record Order from scratch. Approximately 20-30 entries may be required. End order and pull order back up to view to ensure the order has flowed through to 3C (Complete).					
168	BCS	MSS	\$69.13	1.00	100%
Access EPRO system, pull up track number, x the appropriate field to show request is complete. Send order confirmation to originator via fax or email.					
169	BCS	MSS	\$69.13	2.00	100%
ACTIVITY ENDS WITH:					
170	BCS	MSS	\$69.13	1.00	100%
Access POP system, pull up track number and complete the request.					
171	Unit Activity Cost > SUM (LN 162.....170)				\$22.07

SBC - Illinois Study

Presubscription Interchange Carrier (PIC) Change Charge
Nonrecurring Cost Study

2005-2008

September 2004

Bill of Activity Costs					
Change PIC/LPIC for "ISDN Call Center (Centrex)"					
ACTIVITY BEGINS WITH:					
Request to change PIC or LPIC are emailed or faxed into the center from the Authorized Distributor, Project Manager or Sales group. Print request off email or gather request off fax, ensure all paperwork for request is in the Center.					
172	BCS	Technical Associate	\$58.85	1.00	100%
Review request, load into Productivity Order Profile (POP) system and assign to Market Support Specialist (MSS).					
Validate request is filled out correctly and all required information is obtained, i.e. BTN, customer account information, Project Manager information, etc. Access POP system and enter request. POP assigns request to the next available MSS capable of working the task type (order type). Exit POP system. Loader delivers the request to the assigned MSS.					
173	BCS	Technical Associate	\$58.85	5.00	100%
Access Electronic Processing (EPRO) system and enter required information, i.e. billing info, authorized distributor info, order info. Approximately 30-50 entries may be required to be populated (customer name, bill telephone number, order number, circuit information, working telephone number of PIC change). EPRO contains a lot of detailed tracking information.					
174	BCS	Technical Associate	\$58.85	5.00	100%
Access Bill Inquiry (BI) system to verify current carrier for PIC/LPIC. The PIC or LPIC code in the Customer Service Record (CSR) is not always in a specified location of the record. Locating the code can take several minutes to find. Access Service Provisioning System (SPS) to verify current carrier for PIC or LPIC and any pending orders. Access ASON system for any pending orders.					
175	BCS	MSS	\$69.13	3.00	100%
Verify LOA is included with request. If no LOA, check BI for permanent notation.					
176	BCS	MSS	\$69.13	1.00	100%
Call originator of request if no LOA and no permanent notation in BI and request LOA be emailed or faxed.					
177	BCS	MSS	\$69.13	1.50	20%
Access RDA system, verify/obtain the correct PIC or LPIC code for the carrier requested.					
178	BCS	MSS	\$69.13	2.00	100%
Issue ASON (ACIS order/record change) order and verify order goes 2Pending.					
Access ASON and manually create the order from scratch. Approximately 20-30 entries may be required. End order and pull order back up to view to ensure the order has flowed through to 2Pending.					
179	BCS	MSS	\$69.13	5.00	100%
(2Pending means the order is pending, there are no errors on the order, the order is ready to flow through on the due date and the order flows to downstream departments.) If order goes 1Pending (error out; normally formatting error on PIC changes), MSS corrects order, end order and pulls order back up to view to ensure the order has flowed through to 2Pending.					
180	BCS	MSS	\$69.13	1.00	100%
Access note screen in BI and note order information.					
Access EPRO system, pull up track number, x the appropriate field to show request is complete. Send order confirmation to originator via fax or email.					
181	BCS	MSS	\$69.13	2.00	100%
ACTIVITY ENDS WITH:					
Access POP system, pull up track number and complete the request.					
182	BCS	MSS	\$69.13	1.00	100%
183	Unit Activity Cost > SUM (LN 172.....182)				\$28.40

SBC - Illinois Study

Presubscription Interexchange Carrier (PIC) Change Charge
Nonrecurring Cost Study

2005-2008

September 2004

Bill of Activity Costs						
Add PIC/LPIC protection for "ISDN Call Center (Centrex)"						
ACTIVITY BEGINS WITH:						
184	Request to add PIC or LPIC protection and Letter of Authorization (LOA) are emailed or faxed into the center from the Authorized Distributor. Project Manager or Sales group. Print request off email or gather request off fax, ensure all paperwork for request is in the Center.	BCS	Technical Associate	\$58.85	1.00	100% \$0.98
185	Review request, load into Productivity Order Profile (POP) system and assign to Market Support Specialist (MSS). Validate request is filled out correctly and all required information is obtained, i.e., BTN, customer account information, Project Manager information, etc. Access POP system and enter request. POP assigns request to the next available MSS capable of working the task type (order type). Exit POP system. Loader delivers the request to the assigned MSS.	BCS	Technical Associate	\$58.85	5.00	100% \$4.90
186	Access Electronic Processing (EPRO) system and enter required information, i.e., billing info, authorized distributor info, order info. Approximately 30-50 entries may be required to be populated (customer name, bill telephone number, order number, circuit information, working telephone number of PIC change). EPRO contains a lot of detailed tracking information.	BCS	Technical Associate	\$58.85	5.00	100% \$4.90
187	Check PPC process in RDA to verify all paperwork received for the add PPC request, ex (LOA, PPC add form).	BCS	MSS	\$69.13	0.50	100% \$0.58
188	Call originator of request if no LOA and no permanent notation in BI and request LOA be emailed or faxed. Issue ASON (ACS order/record change) order and verify order goes 3C (Complete).	BCS	MSS	\$69.13	1.50	20% \$0.35
189	Access ASON and manually create the (R order) Record Order from scratch. Approximately 20-30 entries may be required. End order and pull order back up to view to ensure the order has flowed through to 3C (Complete).	BCS	MSS	\$69.13	5.00	100% \$5.76
190	Access note screen in BI system and note order information (order number and order request information).	BCS	MSS	\$69.13	2.00	100% \$2.30
191	Access EPRO system, pull up track number, x the appropriate field to show request is complete. Send order confirmation to originator via fax or email.	BCS	MSS	\$69.13	1.00	100% \$1.15
192	ACTIVITY ENDS WITH: Access POP system, pull up track number and complete the request.	BCS	MSS	\$69.13	1.00	100% \$1.15
193	Unit Activity Cost > SUM (LN 184.....192)					\$22.07

SBC - Illinois Study

Presubscription Interexchange Carrier (PIC) Change Charge
Nonrecurring Cost Study

2005-2008

September 2004

Bill of Activity Costs					
Remove PIC/LPIC protection for "ISDN Call Center (Centrex)"					
ACTIVITY BEGINS WITH:					
Request to remove PIC or LPIC protection and Letter of Authorization					
194 (LOA) are emailed or faxed into the center from the Authorized					
Distributor, Project Manager or Sales group. Print request off email or					
gather request off fax, ensure all paperwork for request is in the Center.					
BCS	Technical Associate	\$58.85	1.00	100%	\$0.98
Review request, load into Productivity Order Profile (POP) system and					
assign to Market Support Specialist (MSS).					
Validate request is filled out correctly and all required information is					
obtained, i.e. BTN, customer account information, Project Manager					
information, etc. Access POP system and enter request. POP assigns					
request to the next available MSS capable of working the task type (order					
type). Exit POP system. Loader delivers the request to the assigned					
BCS	Technical Associate	\$58.85	5.00	100%	\$4.90
MSS.					
Access Electronic Processing (EPRO) system and enter required					
information, i.e., billing info, authorized distributor info, order info.					
196 Approximately 30-50 entries may be required to be populated (customer					
name, bill telephone number, order number, circuit information,					
telephone number of where PIC code). EPRO contains a lot of detailed					
tracking information.					
BCS	Technical Associate	\$58.85	5.00	100%	\$4.90
Check PPC process in RDA to verify all paperwork received for the					
197 remove PPC request, ex (LOA, PPC removal form).					
BCS	MSS	\$69.13	0.50	100%	\$0.58
Call originator of request if no LOA and no permanent notation in BI and					
198 request LOA be emailed or faxed.					
BCS	MSS	\$69.13	1.50	20%	\$0.35
Issue ASON (ACIS order/record change) order and verify order goes 3C					
(Complete).					
Access ASON and manually create the (R order) Record Order from					
199 scratch. Approximately 20-30 entries may be required. End order and					
pull order back up to view to ensure the order has flowed through to 3C.					
BCS	MSS	\$69.13	5.00	100%	\$5.76
(Complete).					
Access note screen in BI system and note order information (order					
200 number and order request information).					
BCS	MSS	\$69.13	1.00	100%	\$1.15
Access EPRO system, pull up track number, x the appropriate field to					
201 show request is complete. Send order confirmation to originator via fax					
BCS	MSS	\$69.13	2.00	100%	\$2.30
or email.					
ACTIVITY ENDS WITH:					
202 Access POP system, pull up track number and complete the request.					
BCS	MSS	\$69.13	1.00	100%	\$1.15
203 Unit Activity Cost > SUM (LN 194.....202)					\$22.07

SBC - Illinois Study

Presubscription Interchange Carrier (PIC) Change Charge
Nonrecurring Cost Study

2005-2008

September 2004

Bill of Activity Costs					
Change PIC/LPIC for "GEM"					
ACTIVITY BEGINS WITH:					
204	Receive the request via email or fax and reviews the request for accuracy or the customer calls into the center directly and advises the customer advocate wants to make a PIC or LPIC change.	BCS	Customer Advocate	\$54.79	1.00 100% \$0.91
205	Verify PIC/LPIC request in Bill Inquiry/AGIS billing system. Access RDA if carrier code unknown.	BCS	Customer Advocate	\$54.79	1.00 100% \$0.91
206	Explain rights if customer alleges a slam & complete slamming form. FLUPS information to the SCRT team.	BCS	Customer Advocate	\$54.79	3.00 4% \$0.11
Fax LOA to customer on-line from desktop if customer has slamming protection on their account and LOA not included with request and request customer to fax completed LOA back for our records. Customer advocate asks for permission to remove protection. If permission is granted, protection is removed. If not, order is canceled.					
208	Input service order into ASON order system.	BCS	Customer Advocate	\$54.79	2.00 100% \$1.83
209	Verify the order is error free. Complete order confirmation via reply email to customer. Send order for processing via END command.	BCS	Customer Advocate	\$54.79	1.00 100% \$0.91
210	Unit Activity Cost > SUM (LN 204.....209)				
Add PIC/LPIC protection for "GEM"					
ACTIVITY BEGINS WITH:					
211	Receive the request via email or fax and review the request for accuracy or the customer calls into the center directly and advises the customer advocate wants to add PIC or LPIC protection.	BCS	Customer Advocate	\$54.79	1.00 100% \$0.91
212	Email/fax applicable LOA (blank form) to customer to complete and return.	BCS	Customer Advocate	\$54.79	1.00 100% \$0.91
213	Return LOA by customer via mail to the assigned customer advocate in the center. Service rep reviews form for accuracy and completeness.	BCS	Customer Advocate	\$54.79	1.00 100% \$0.91
214	Access account in ASON and add PIC or LPIC protection on each BTN account. This order will add PIC or LPIC protection to all lines each BTN account.	BCS	Customer Advocate	\$54.79	2.00 100% \$1.83
215	Unit Activity Cost > SUM (LN 211.....214)				
Remove PIC/LPIC protection for "GEM"					
ACTIVITY BEGINS WITH:					
216	Receive the request via email or fax and review the request for accuracy or the customer calls into the center directly and advises the customer advocate wants to remove PIC or LPIC protection.	BCS	Customer Advocate	\$54.79	1.00 100% \$0.91
217	Email/fax applicable LOA (blank form) to customer to complete and return.	BCS	Customer Advocate	\$54.79	1.00 100% \$0.91
218	Return LOA by customer via mail to the assigned customer advocate in the center. Service rep reviews form for accuracy and completeness.	BCS	Customer Advocate	\$54.79	1.00 100% \$0.91
219	Access account in ASON and issue a record order to remove PIC or LPIC protection on each BTN account. This order will remove PIC or LPIC protection to all lines on each BTN account.	BCS	Customer Advocate	\$54.79	2.00 100% \$1.83
220	Unit Activity Cost > SUM (LN 216.....219)				
\$4.56					

SBC - Illinois Study

Presubscription Interexchange Carrier (PIC) Change Charge
Nonrecurring Cost Study

2005-2008

September 2004

Bill of Activity Costs

Bill of Activity Costs						
(A)	(B)	(C)	(D)	(E)	(F)	(G)
Ln	Activities / Resources	Workgroup	Job Title	Unit Resource Cost (\$/hr)	Resource Driver	Resource Cost
Provide Customer Account Record Exchange (CARE)/ASC/POC support - All PIC/LPIC Changes						
221	CARE Support	CARE	Area Manager	\$73.25	104	\$7,618.00
222	CARE Support	CARE	Manager-MI	\$65.89	333	\$21,928.19
223	CARE Support	CARE	Manager-OH	\$78.06	83	\$6,494.59
224	POC Call Group	CARE	Service Representative	\$58.07	16	\$905.89
225	POC Collections	CARE	Service Representative	\$58.07	104	\$6,039.28
226	Unit Activity Cost > SUM (LN 221.....224)					\$42,985.95
Provide Customer Account Record Exchange (CARE)/ASC/POC support - Manual PIC/LPIC Changes						
227	POC Error Correction	CARE	Service Representative	\$58.07	2611	\$151,610.09
228	Unit Activity Cost > SUM (LN 227.....227)					\$151,610.09
Provide Slamming Administration support						
229	Consumer Support	SCRT	Service Representative	\$54.79	1248	\$68,377.92
230	Business Support	SCRT	Customer Advocate	\$53.21	51	\$2,711.58
231	Unit Activity Cost > SUM (LN 229.....230)					\$71,089.50
(A)	(B)	(C)	(D)	(E)	(F)	
Ln	Activities / Resources	Unit Resource Cost (\$ per req.)		Resource Driver	Resource Driver Description	Resource Cost (F=C*D)
Provide Third Party Verification for a customer PIC/LPIC change						
232	Provide TPV for a consumer customer care PIC/LPIC change	\$0.83	0.97	% Time TPV Required for Consumer Customer Care		\$0.81
233	Provide TPV for a business non complex PIC/LPIC change	\$0.83	0.07	% Time TPV Required for Business Non Complex		\$0.06
234	Provide TPV for a business non complex PIC/LPIC add protect	\$0.83	0.00	TPV Non Complex Add Weighting		\$0.0012

SBC - Illinois Study

Presubscription Interexchange Carrier (PIC) Change Charge
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Bill of Resource Costs

(A) Line	(B) State	(C) JFC	(D) Work Group	(E) Job Title	(F) Labor Cost per Hour (1)	(G) Factor to restate labor rate to current and adjust for inflation (2)	(H) Weighting (3)	(I) Adjusted Labor Cost per Hour (F)*(G)*(H)
1	OH	23XX	Consumer	Service Rep	\$57.06	1.0716	27.25%	\$16.66
2	MI	23XX	Consumer	Service Rep	\$49.65	1.0716	24.27%	\$12.91
3	IL	23XX	Consumer	Service Rep	\$51.13	1.0716	38.60%	\$21.15
4	OK	23XX	Consumer	Service Rep	\$48.70	1.0716	9.88%	\$5.16
5	Weighted	23XX	Consumer	Service Representative			100.00%	\$55.88
6	MI	23XX	Consumer	Technical Specialist	\$51.11	1.0716	100.00%	\$54.77
7	IL	23XX	BCS	Service Representative	\$51.13	1.0716	100.00%	\$54.79
8	OH	23XX	Non Complex	Service Representative	\$57.06	1.0716	26.61%	\$16.27
9	MI	23XX	Non Complex	Service Representative	\$49.65	1.0716	19.88%	\$10.58
10	WI	23XX	Non Complex	Service Representative	\$53.98	1.0716	53.51%	\$30.95
11	Weighted	23XX	Non Complex	Service Representative (Wtd)			100.00%	\$57.80
12	OH	23XX	Global	Service Rep	\$57.06	1.0716	18.62%	\$11.39
13	MI	23XX	Global	Service Rep	\$49.65	1.0716	45.52%	\$24.22
14	IL	23XX	Global	Service Rep	\$51.13	1.0716	35.86%	\$19.65
15	Weighted	23XX	Global	Service Representative			100.00%	\$55.26
16	OH	23XX	Global	Clerical Assoc	\$54.53	1.0716	18.62%	\$10.88
17	MI	23XX	Global	Clerical Assoc	\$52.71	1.0716	45.52%	\$25.71
18	IL	23XX	Global	Clerical Assoc	\$49.97	1.0716	35.86%	\$19.20
19	Weighted	23XX	Global	Clerical Associate			100.00%	\$55.79
20	IL	23XX	BCS	Service Order Writer	\$54.92	1.0716	100.00%	\$58.85
21	IL	23XX	BCS	MSS	\$64.51	1.0716	100.00%	\$69.13
22	IL	23XX	BCS	Technical Associate	\$54.92	1.0716	100.00%	\$58.85
23	IL	23XX	BCS	Customer Advocate	\$51.13	1.0716	100.00%	\$54.79
24	WI	23XX	Sales	Service Representative	\$53.98	1.0716	100.00%	\$57.85
25	IN	23XX	CARE	Area Manager	\$68.35	1.0716	100.00%	\$73.25
26	OH	23XX	CARE	Manager-OH	\$72.84	1.0716	100.00%	\$78.06
27	MI	23XX	CARE	Manager-MI	\$61.49	1.0716	100.00%	\$65.89
28	TX	23XX	CARE	Service Representative	\$54.19	1.0716	100.00%	\$58.07
29	OH	23XX	SCRT	Manager	\$72.84	1.0716	100.00%	\$78.06
30	IL	23XX	SCRT	Service Representative	\$51.13	1.0716	100.00%	\$54.79
31	MI	23XX	SCRT	Customer Advocate	\$49.65	1.0716	100.00%	\$53.21
32	MI	23XX	SCRT	Area Manager	\$82.27	1.0716	100.00%	\$88.16

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Bill of Resource Costs

NOTES:

(1) Labor rates located in input tab

(2) Restate to Current and Inflation Calculations:

	Year	Value
Labor Rate Base Year	2003	
2004 Wage Increase	2004	2.0%
2005 Wage Increase	2005	2.5%
2006 Wage Increase	2006	2.5%
Inflation to midpoint based on union contract increases:		1.0716

(3) The Consumer Service Representative, Global Service Representative and Clerical Associate, and Non Complex Service Representative can perform work for Illinois customers. The weightings were based on the number of employees located in each state doing the work function.

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 Prescription Interexchange Carrier (PIC) Change Charge
 Nonrecurring Cost Study

2005-2008
 September 2004

ACTIVITY DRIVERS					
(A)	(B)	(C)	(D)	(E)	
	Driver Description	Percent Orders by Channel Source: Input	Percent Manual Orders Source: Input	Value (E)=(C)*(D)	
1	% of manual orders worked by Consumer Customer Care center	96.64%	79.07%	76.42%	
2	% of manual orders worked by Global Markets center	0.39%	79.07%	0.31%	
3	% of manual orders worked by Complex - Sales (Signature Accounts) center	0.39%	79.07%	0.31%	
4	% of manual orders worked by Complex - Sales Support (Signature Accounts) center	0.12%	79.07%	0.09%	
5	% of manual orders worked by Non Complex (Value) center	2.00%	79.07%	1.58%	
6	% of manual orders worked by ISDN Prime center	0.00%	79.07%	0.00%	
7	% of manual orders worked by ISDN Direct center	0.00%	79.07%	0.00%	
8	% of manual orders worked by ISDN Centrex center	0.01%	79.07%	0.01%	
9	% of manual orders worked by GEM center	0.45%	79.07%	0.36%	

(A)	(B)	(C)	(D)	(E)	
	Driver Description	Quantity Add/Remove Protects Source: Input	Quantity Total PIC/LPIC Changes Source: Input	Value (E)=(C)/(D)	
10	Ratio of Consumer Customer Care Adds to Total PIC & LPIC Changes	68555	2,950,632	0.0232	
11	Ratio of Global Markets Adds to Total PIC & LPIC Changes	2029	2,950,632	0.0007	
12	Ratio of Complex - Sales Account Adds to Total PIC & LPIC Changes	2893	2,950,632	0.0010	
13	Ratio of Complex - Sales Support Account Adds to Total PIC & LPIC Changes	914	2,950,632	0.0003	
14	Ratio of Non Complex Adds to Total PIC & LPIC Changes	4407	2,950,632	0.0015	
15	Ratio of ISDN Prime Adds to Total PIC & LPIC Changes	20	2,950,632	0.00007	
16	Ratio of ISDN Direct Adds to Total PIC & LPIC Changes	0	2,950,632	0.0000	
17	Ratio of ISDN Centrex Adds to Total PIC & LPIC Changes	77	2,950,632	0.00003	
18	Ratio of GEM Adds to Total PIC & LPIC Changes	6309	2,950,632	0.0021	
19	Ratio of Consumer Customer Care Removes to Total PIC & LPIC Changes	6073	2,950,632	0.0021	
20	Ratio of Global Markets Removes to Total PIC & LPIC Changes	2595	2,950,632	0.0009	
21	Ratio of Complex - Sales Removes to Total PIC & LPIC Changes	1328	2,950,632	0.0005	
22	Ratio of Complex - Sales Support Removes to Total PIC & LPIC Changes	419	2,950,632	0.0001	
23	Ratio of ISDN Prime Removes to Total PIC & LPIC Changes	18	2,950,632	0.00006	
24	Ratio of ISDN Direct Removes to Total PIC & LPIC Changes	0	2,950,632	0.0000	
25	Ratio of ISDN Centrex Removes to Total PIC & LPIC Changes	65	2,950,632	0.000022	
26	Ratio of GEM Removes to Total PIC & LPIC Changes	5040	2,950,632	0.0017	

SBC - Illinois Study
Presubscription Interexchange Carrier (PIC) Change Charge
Nonrecurring Cost Study

2005-2008

September 2004

Drivers

(A)	(B)	(C)	(D)
	Driver Description	Quantity Total PIC/LPIC Changes Source: Input	Value (1 / C)
Line			
27	1/Total PIC-LPIC Transactions	2,950,632	0.0000003389

(A)	(B)	(C)	(D)
	Driver Description	PIC/LPIC Changes by Channel Source: Input	Value (1 / C)
Line			
28	PIC/LPICs per Order - Consumer	2.01	0.50
29	PIC/LPICs per Order - Global	50.00	0.02
30	PIC/LPICs per Order - Complex - Sales (Signature)	8.15	0.12
31	PIC/LPICs per Order - Complex - Sales Support (Signature)	8.15	0.12
32	PIC/LPICs per Order - Non Complex (Value)	4.94	0.20
33	PIC/LPICs per Order - ISDN Prime	96.40	0.01
34	PIC/LPICs per Order - ISDN Direct	2.00	0.50
35	PIC/LPICs per Order - ISDN Centrex	61.52	0.02
36	PIC/LPICs per Order - GEM	8.25	0.12
37	PIC/LPICs per Order - Wtd. Avg based on service orders	2.32	0.43

(A)	(B)	(C)
	Driver Description	% Time TPV Required Source: Input
Line		
38	TPV Consumer Customer Care Change Weighting	97.0%
39	TPV Non Complex Change Weighting	7.0%

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Nonrecurring Cost Study

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Drivers					
(A)	(B)	(C)	(D)	(E)	(F)
Line	Driver Description	% Time TPV Required Source: Input	Total Add Quantity Source: Input	Total Transaction Quantity Source: Input	Value (F=C*(D/E))
40	TPV Non Complex Add Weighting	100.0%	4407	2,950,632	0.0015
(A)	(B)	(C)	(D)	(E)	(F)
Line	Driver Description	Number of Employees Source: Input	Resource me (annual hours) Source: Input	% Time Dedicated to Support Illinois PIC/LPIC Source: Input	Value (F=C*D*E)
41	CARE Area Manager - IN Labor Hours	1	2,080	5.0%	104
42	CARE Manager - MI Labor Hours	1	2,080	16.0%	333
43	CARE Manager - OH Labor Hours	1	2,080	4.0%	83
44	CARE Service Representative - TX Labor Hours (error correction)	4	2,080	31.4%	2,611
45	CARE Service Representative - TX Labor Hours (call group)	9	2,080	0.08%	16
46	CARE Service Representative - TX Labor Hours (collections)	1	2,080	5.0%	104
47	SCRT Service Representative	3	2,080	20.0%	1,248
48	SCRT Customer Advocate	1	2,080	2.5%	51
(A)	(B)	(C)			
Line	Driver Description	Value Source: Input			
49	% Manual PIC-LPIC Transactions	79.07%			

SBC - Illinois Study

Presubscription Interexchange Carrier (PIC) Change Charge Nonrecurring Cost Study

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September 2004

Glossary

AAC1	Intralata Access Carrier	ASON+ screen for Intralata carrier PIC changes.
ACIS	Ameritech Customer Information System	System that does billing of retail customers exchange tariff network access or channel services, equipment and/or usage products and services. It downloads billing based on bill periods.
ASC	Access Service Center	Location where service representatives are employed. The ASC was previously called the ICSC (Interexchange Carrier Service Center).
ASON	ACIS	Part of the ACIS ordering and billing system, used for the mechanized entry of retail service orders. ASON is used for the basic POTS service and ASON+ for the more complex products and services.
BCS	Business Communication Services	
BI	Billing Inquiry	Subsystem of ACIS
BORC	Bill of Resource Costs	The section of the cost study that shows the cost of each resource. Resources can be labor such as a service representative's time or equipment such as a multipurpose position. In the case of this study it is labor.
BRI	Basic Rate Interface	
BTN	Billed Telephone Number	
CARE	Customer Account Record Exchange	Application that interfaces with the interexchange carriers to provide them with tariffed FCC mandated billing information and optional ALDIS products.
CCC	Consumer Call Center	Consumer group of service representatives taking inbound calls from customers. The service representatives handle inquiries for products and services offered by SBC-East.
CMI Aspen Compliance Statement		Outside vendor that handles adding PIC/LPIC protection.
CRD	Competitive Response Database	Scripted request to access customer's records
CSR	Customer Service Record	Database that receives and sends files to downstream systems to process orders.
CTI	Computer Telephony Information	Reflects the customer's current lines and products with SBC. System used by service representatives to place and receive calls.

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Presubscription Interexchange Carrier (PIC) Change Charge Nonrecurring Cost Study

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Glossary

EAC	Equal Access Carrier	ASON+ screen for Intralata carrier PIC changes.
EPRO	Electronic Processing	
ESON	English Service Order Negotiation	Ordering system used in Brecksville (Ohio), Saginaw (Michigan) and Pewaukee (Wisconsin).
LOA	Letter of Authorization	The letter of authorization is sent to a customer when third party verification cannot take place over the telephone. The LOA is written authorization by the customer that a carrier change can take place and/or blocking protection can be added to the acc
LPIC	Local Presubscription Interexchange Carrier	The Intralata carrier selected by the customer.
PIC	Presubscription Interexchange Carrier	The Interlata carrier selected by the customer.
PIC/LPIC	(see above)	PIC or LPIC
POP	Productivity Order Profile	An application which routes electronic orders to the proper Call Center and to an individual Customer Advocate, matching skills with order content.
PPC	Prohibit PIC Change	FID used to order add or remove PIC freeze.
PPL	PIC Protect Local	FID used to order add or remove LPIC freeze.
RDA	Reference Deployment Automation	An application that delivers web-based GUI to automate the manually intensive Rapid Deployment table update process.
Script Tag		Scripted request to ask the customer if everything requested has been handled properly.
SCRT	Slamming Complaint Resolution Team	This group resolves all customer slamming complaints.
SPS	Service Provisioning System	Provides on-line entry of ISDN and Centrex provisioning requests. Mechanized means of transmitting Centrex provisioning forms from marketing downstream to network departments. Also provides a means of transmitting information provider requests between c
TPV	Third Party Verification	TPV by a third party vendor is required whenever a PIC/LPIC change is done or blocking protection is added to a customer's account.

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Presubscription Interexchange Carrier (PIC) Change Charge
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Input		
Input	Value	Source

Completion Date
State

September 2004
SBC - Illinois Study

Cost Study Title
Cost Study Subtitle 1
Cost Study Subtitle 2
Study Period

Presubscription Interexchange Carrier (PIC)
Change Charge
Nonrecurring Cost Study

2005-2008

Midpoint

2006

Labor Rate Base Year

2003

2004 Wage Increase
2005 Wage Increase
2006 Wage Increase

2004 Union Labor Contract
2004 Union Labor Contract
2004 Union Labor Contract

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Input

Input	Value	Source
Percent of Service Orders by Channel		
Consumer	96.64%	Associate Director-Ad Hoc Reporting
Global Markets	0.39%	Associate Director-Ad Hoc Reporting
Complex - Sales (Signature Accounts)	0.39%	Associate Director-Ad Hoc Reporting
Complex - Sales Support (Signature Accounts)	0.12%	Associate Director-Ad Hoc Reporting
Non Complex (Value Accounts)	2.00%	Associate Director-Ad Hoc Reporting
Government/Education/Municipal (GEM)	0.45%	Associate Director-Ad Hoc Reporting
ISDN Prime	0.002%	Associate Director-Ad Hoc Reporting
ISDN Direct	0.00%	Associate Director-Ad Hoc Reporting
ISDN Centrex	0.01%	Associate Director-Ad Hoc Reporting
Total	100%	

PIC/LPIC Changes per Request by Channel

Consumer Customer Care	2.01	Associate Director-Ad Hoc Reporting
Global Markets	50.00	25 PIC and 25 LPIC changes per request (provided by Area Manager - Operations Support)
Signature Accounts - Complex Sales	8.15	Associate Director-Ad Hoc Reporting
Signature Accounts - Complex Sales Support	8.15	Associate Director-Ad Hoc Reporting
Non Complex - Value Accounts	4.94	Associate Director-Ad Hoc Reporting
ISDN Prime	96.40	Associate Director-Ad Hoc Reporting
ISDN Direct	2.00	Associate Director-Ad Hoc Reporting
ISDN Centrex	61.52	Associate Director-Ad Hoc Reporting
Government/Education/Municipal (GEM)	8.25	Associate Director-Ad Hoc Reporting
PIC/LPICs per Order - Wld. Avg based on service orders	2.32	=SUM(Channel Orders * Channel % Orders) / Total Percent

SBC - Illinois Study

Presubscription Interexchange Carrier (PIC) Change Charge
Nonrecurring Cost Study

2005-2008

September 2004

Input		Value	Source
Manual PIC & LPIC Transactions		2,333,148	Area Manager - Quality/M&P/Process
Mechanized PIC & LPIC Transactions		617,484	Area Manager - Quality/M&P/Process
Total PIC & LPIC Transactions		2,950,632	Area Manager - Quality/M&P/Process
Percent Manual Transactions		79.07%	Total Manual Orders / Total Orders
Provide Service Order Computer cost, per order		\$0.98	IT SO Billed Cost Study (July 2004) 13 state average
Provide PIC/LPIC IT Cost, per PIC/LPIC change		\$0.42	IT PIC Billed Cost Study_R2 13 State Average (July 2004)
Third Party Verification - Cost per Order		\$0.83	Contract rate per TPV (provided by: Associate Director Vendor Management)
Outside Vendor (Personix) Add PIC/LPIC Protection		\$54,852.90	Associate Director - Channel Delivery
Outside Vendor (CMI Aspen) Add PIC/LPIC Protection		\$11,921.15	Manager - Quality/M&P/Process
Outside Vendor (Telespectrum) Remove PIC/LPIC Protection		\$14,657.30	Associate Director - SBC External Teleservices
<u>Add/Remove PIC/LPIC Protection Quantities</u>			
Consumer - Add		68,555	Developed using a ratio based on West and Southwest PIC change data
Consumer - Remove		6,073	Developed using a ratio based on West and Southwest PIC change data
Global - Add		2,029	Developed using a ratio based on West and Southwest PIC change data
Global - Remove		2,595	Developed using a ratio based on West and Southwest PIC change data
Complex - Sales (Signature) - Add		2,893	Developed using a ratio based on West and Southwest PIC change data
Complex - Sales (Signature) - Remove		1,328	Developed using a ratio based on West and Southwest PIC change data
Complex - Sales Support (Signature) - Add		914	Developed using a ratio based on West and Southwest PIC change data
Complex - Sales Support (Signature) - Remove		419	Developed using a ratio based on West and Southwest PIC change data
Non Complex (Value) - Add		4,407	Developed using a ratio based on West and Southwest PIC change data
Non Complex (Value) - Remove		1,214	Developed using a ratio based on West and Southwest PIC change data
ISDN Prime - Add		20	Developed using a ratio based on West and Southwest PIC change data
ISDN Prime - Remove		18	Developed using a ratio based on West and Southwest PIC change data
ISDN Direct - Add		0	Developed using a ratio based on West and Southwest PIC change data
ISDN Direct - Remove		0	Developed using a ratio based on West and Southwest PIC change data
ISDN Centrex - Add		77	Developed using a ratio based on West and Southwest PIC change data
ISDN Centrex - Remove		65	Developed using a ratio based on West and Southwest PIC change data
GEM - Add		6,309	Developed using a ratio based on West and Southwest PIC change data
GEM - Remove		5,040	Developed using a ratio based on West and Southwest PIC change data
		101,956	Developed using a ratio based on West and Southwest PIC change data

SBC - Illinois Study

Presubscription Interchange Carrier (PIC) Change Charge
Nonrecurring Cost Study

2005-2008

September 2004

Input		Value	Source
Overhead Factor		32.17%	Derived from ARMIS data
Percent of time TPV required for Consumer Customer Care PIC/LPIC Change		97.0%	Manager - Quality/M&P/Process
Percent of time TPV required for Non Complex customer PIC/LPIC Change		7.0%	Field Operations Manager
Percent of time TPV required for Non Complex customer PIC/LPIC Add		100.0%	Field Operations Manager
CARE Area Manager - IN		1	Area Manager - Quality/M&P/Process
CARE Manager - MI		1	Area Manager - Quality/M&P/Process
CARE Manager - OH		1	Area Manager - Quality/M&P/Process
CARE Service Representative - TX (error correction)		4	Manager - ASC
CARE Service Representative - TX (call group)		9	Manager - ASC
CARE Service Representative - TX (collections)		1	Manager - ASC
Annual Hours		2,080	Calculation (52 weeks x 40 hours per week)
CARE Labor Support			
% Dedicated to Support SBC Illinois - Area Manager IN		5.0%	Area Manager - Quality/M&P/Process
% Dedicated to Support SBC Illinois - Manager MI		16.0%	Area Manager - Quality/M&P/Process
% Dedicated to Support SBC Illinois - Manager OH		4.0%	Area Manager - Quality/M&P/Process
% Dedicated to Support SBC Illinois - Service Representative (error correction)		31.4%	Manager - ASC
% Dedicated to Support SBC Illinois - Service Representative (call group)		0.1%	Manager - ASC
% Dedicated to Support SBC Illinois - Service Representative (collections)		5.0%	Manager - ASC
SCRT Service Representative		3	SCRT - Coach Leader
SCRT Customer Advocate		1	SCRT - Manager Call Center
SCRT Labor Support			
% Dedicated to Support SBC Illinois - Service Representative		20.0%	Area Manager - SCRT
% Dedicated to Support SBC Illinois - Customer Advocate		2.5%	Area Manager - SCRT

SBC - Illinois Study

Presubscription Interexchange Carrier (PIC) Change Charge
Nonrecurring Cost Study

2005-2008

September 2004

Input		Input	
	Value		Source

Labor Rate Weightings

Consumer		Number of Employees	Weighting %
Ohio	814		27.25%
Michigan	725		24.27%
Illinois	1,153		38.60%
Oklahoma	295		9.88%
Total	2,987		100.00%
Non Complex			
Ohio	174		26.61%
Michigan	130		19.88%
Wisconsin	350		53.51%
Total	654		100.00%
Global - Service Representative			
Ohio	27		18.62%
Michigan	66		45.52%
Illinois	52		35.86%
Total	145		100.00%
Global - Clerical Associate			
Ohio	27		18.62%
Michigan	66		45.52%
Illinois	52		35.86%
Total	145		100.00%
OH - 23XX Service Representative	\$57.06		SBC Cost Analysis Factors & Labor Rates Group, Issued 7/04
MI - 23XX Service Representative	\$49.65		SBC Cost Analysis Factors & Labor Rates Group, Issued 7/04
IL - 23XX Service Representative	\$51.13		SBC Cost Analysis Factors & Labor Rates Group, Issued 7/04
OK - 23XX Service Representative	\$48.70		SBC Cost Analysis Factors & Labor Rates Group, Issued 7/04
MI - 23XX Technical Specialist	\$51.11		SBC Cost Analysis Factors & Labor Rates Group, Issued 7/04
WI - 23XX Service Representative	\$53.98		SBC Cost Analysis Factors & Labor Rates Group, Issued 7/04
OH - 23XX Clerical Associate	\$54.53		SBC Cost Analysis Factors & Labor Rates Group, Issued 7/04
MI - 23XX Clerical Associate	\$52.71		SBC Cost Analysis Factors & Labor Rates Group, Issued 7/04
IL - 23XX Clerical Associate	\$49.97		SBC Cost Analysis Factors & Labor Rates Group, Issued 7/04
IL - 23XX Service Order Writer	\$54.92		SBC Cost Analysis Factors & Labor Rates Group, Issued 7/04
IL - 23XX MSS	\$64.51		SBC Cost Analysis Factors & Labor Rates Group, Issued 7/04
IL - 23XX Technical Associate	\$54.92		SBC Cost Analysis Factors & Labor Rates Group, Issued 7/04
IN - 23XX Area Manager	\$68.35		SBC Cost Analysis Factors & Labor Rates Group, Issued 7/04
OH - 23XX Manager	\$72.84		SBC Cost Analysis Factors & Labor Rates Group, Issued 7/04
MI - 23XX Manager	\$61.49		SBC Cost Analysis Factors & Labor Rates Group, Issued 7/04
TX - 23XX Service Representative	\$54.19		SBC Cost Analysis Factors & Labor Rates Group, Issued 7/04
OH - 23XX Manager	\$72.84		SBC Cost Analysis Factors & Labor Rates Group, Issued 7/04
MI - 23XX Area Manager	\$82.27		SBC Cost Analysis Factors & Labor Rates Group, Issued 7/04